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| <b>Bulletin Number</b>              | 19259BR   |
| <b>Type of Recruitment</b>          | Open Competitive Job Opportunity  |
| <b>Department</b>                   | Human Resources Countywide Exams  |
| <b>Position Title</b>               | INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST I  |
| <b>Rebulletin Information</b>       | <b>THIS ANNOUNCEMENT IS A REBULLETIN TO REOPEN THE FILING PERIOD AND REVISE SALARY INFORMATION, SPECIAL REQUIREMENT INFORMATION, EXAMINATION CONTENT AND APPLICATION AND FILING INFORMATION. PERSONS WHO HAVE ALREADY APPLIED WITHIN THE LAST 12 MONTHS NEED NOT REAPPLY, BUT MAY SUBMIT ADDITIONAL INFORMATION BY THE LAST DAY OF FILING. THE INFORMATION MUST INCLUDE YOUR NAME, THE CORRECT EXAMINATION TITLE AND NUMBER.</b>  |
| <b>Exam Number</b>                  | R2545E  |
| <b>Filing Type</b>                  | Open Continuous   |
| <b>Filing Start Date</b>            | 10/29/2014  |
| <b>Salary Type</b>                  | Monthly   |
| <b>Salary Minimum</b>               | 4187.82   |
| <b>Salary Maximum</b>               | 5492.64   |
| <b>Benefits Information</b>         | <b>Represented Employees</b><br>• Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules  |
| <b>Position/Program Information</b> | <b>FILING WILL BE SUSPENDED ON WEDNESDAY, NOVEMBER 12, 2014 AT 5 P.M. (PST). THE EXAM WILL REOPEN AS THE NEEDS OF THE SERVICE REQUIRE.</b><br><br>Under close supervision, using established procedures, provides a full range of technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications in a centralized IT organization. Incumbents in this entry level technical support class perform a wide variety of information technology support duties, including hardware and software installation and repair, following established procedures. Incumbents possess the ability to analyze end user problems related to desktop, network and applications, and apply a full range of corrective actions. Incumbents are generally based in a centralized location or may be required to assist end users at field sites. Incumbents possess a basic knowledge of desktop computers and related equipment, a basic knowledge of network technologies and multiple client platforms, and interpersonal skills to communicate effectively with customers/users. Incumbents typically are responsible for installing, servicing and moving computers, printers, servers, networking devices, storage devices and related equipment.        |
| <b>Essential Job Functions</b>      | Installs, configures, maintains and tests computer hardware, software and peripheral equipment following established procedures. Troubleshoots, diagnoses and resolves routine hardware, software and network connectivity problems. Identifies trends in the reported problem calls and recommends improvements. Analyzes and makes recommendations regarding user support needs or improving customer satisfaction. Prepares routine user or support staff instructions and procedures; conducts formal and informal end user and support staff technical training and assists in the development of training and orientation materials. Participates in hardware and software installation and upgrade projects. Assists in defining and recommending appropriate hardware and software configurations and standards to meet customer needs and develops specifications to purchase new hardware, software and other peripheral devices based upon established departmental standards. Configures basic software distribution tools. Assists in the ordering of licenses for assigned software packages, in consultation with appropriate management or other information technology staff. Provides application support to customers. Assists in coordinating equipment delivery and change-out, software licensing compliance and inventory/asset control. |

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| <b>Requirements</b>                    | <p>MINIMUM REQUIREMENT:</p> <p>One (1) year of experience installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a centralized Information Technology organization*.</p>   |
| <b>Physical Class</b>                  | <p><b>Physical Class III</b> – Moderate: Includes standing or walking most of the time, with bending, stooping, squatting, twisting, and reaching; includes working on irregular surfaces, occasionally lifting objects weighting over 25 pounds, and frequent lifting of 10-25 pounds.</p>  |
| <b>License(s) Required</b>             | <p>A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.</p>   |
| <b>Special Requirement Information</b> | <p><b>*Centralized IT organization</b> is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.</p> <p><b>PLEASE DESCRIBE YOUR ASSIGNED DUTIES FOR EACH JOB LISTED ON YOUR APPLICATION REGARDLESS OF WHETHER YOU BELIEVE THE DUTIES ARE CONSISTENT WITH THE JOB TITLE.</b></p>   |
| <b>Examination Content</b>             | <p>This examination will consist of TWO (2) parts:</p> <p><b>PART I</b> - A written test covering Written Expression, Reading Comprehension, and Customer Service weighted 20%.</p> <ul style="list-style-type: none"> <li>• Applicants who have taken identical test parts for other exams within the last twelve (12) months will have their scores for the identical test part(s) automatically transferred to this examination.</li> <li>• This examination contains test parts that may be used in the future for new examinations. Upon acceptance of your application, your scores may be transferred to the new examination and you may not be allowed to retake any identical test part(s) for at least a year.</li> </ul> <p><b><u>WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19. IN ADDITION, REQUESTS FOR HANDSCORING FOR THIS EXAMINATION WILL NOT BE GRANTED.</u></b></p> <p><b>PART II</b> - A Structured Interview (SI) to evaluate Technical Knowledge and Ability, Job Preparation, Interpersonal and Oral Communication, Analytical and Decision-making Ability, Work Skills, and Work Habits to perform the duties of this position weighted 80%.</p> <p>Invitation letters for all exam parts may be sent electronically to the email address provided on the application. It is important that candidates provide a valid email address.</p> <p>Candidates will be notified of their test results by U.S. mail. Scores cannot be given over the telephone.</p> <p><b><u>Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.</u></b></p> |
| <b>Special Information</b>             | <p>Appointees may be required to work any shift, including evenings, nights, weekends, and holidays.</p>   |
| <b>Vacancy Information</b>             | <p>The eligible register resulting from this examination will be used to fill vacancies in various County departments.</p>   |
| <b>Eligibility Information</b>         | <p>The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.</p> <p><b>No person may compete in this examination more than once every twelve (12)</b></p>  |

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| <b>Available Shift</b>                    | months.<br>Any   |
| <b>Application and Filing Information</b> | All applicants are required to submit a Standard County of Los Angeles Employment Application <b><u>ONLINE</u></b> only. Applications will not be accepted by mail, fax, or in person. |

**INSTRUCTIONS FOR FILING ONLINE:**

To access this bulletin online, visit our website at <http://hr.lacounty.gov>.

Apply online by clicking on the tab above or below this bulletin that reads "Apply to Job".

Applicants may upload required or additional documents (i.e. copy of degree, certification, etc.) as attachment(s) at the time of filing or during the examination process.

The acceptance of your application depends on whether you have clearly shown that you meet the **MINIMUM REQUIREMENT**. Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed and salary earned. All information supplied by applicants is subject to verification. Applications may be rejected at any stage of the selection process.

**SOCIAL SECURITY NUMBER:**

All applicants **MUST** enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

**COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

**NO SHARING OF USER ID AND PASSWORD:**

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**County of Los Angeles Information**

**View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:**

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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| <b>Department Contact Name</b>  | Eric De Guia or Wei Wang |
| <b>Department Contact Phone</b> | 213-738-2082             |

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| <b>Department</b>       |   |
| <b>Contact Email</b>    | edeguia@hr.lacounty.gov or jrentino@hr.lacounty.gov |
| <b>ADA Coordinator</b>  |   |
| <b>Phone</b>            | 213-351-2951  |
| <b>Teletype Phone</b>   | 800-899-4099  |
| <b>California Relay</b> |   |
| <b>Services Phone</b>   | 800-735-2922  |
| <b>Alternate TTY</b>    |   |
| <b>Phone</b>            | 800-897-0077  |
| <b>Job Field</b>        | Information Technology                              |
| <b>Job Type</b>         | Professional  |

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